



METROPOLITAN
TRANSPORTATION
COMMISSION
SERVICE AUTHORITY
FOR FREEWAYS
AND EXPRESSWAYS

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Memorandum

TO: Operations Committee

DATE: May 6, 2011

FR: Deputy Executive Director, Operations

RE: Contract – Motorist Aid System Support: TeleTran Tek

Since 1992, MTC SAFE has employed TeleTran Tek to provide motorist aid system support in the form of data collection and analysis for the Call Box program and the Freeway Service Patrol. For the call box program, the operational data collected includes monthly call box answering statistics, maintenance repairs and service occurrences, and cellular service activities. For the Freeway Service Patrol, TeleTran Tek collects data on number and type of assists and tow truck driver's performance. The data is used to determine the quality of service being provided by the various partners and contractors in both programs and address deficiencies.

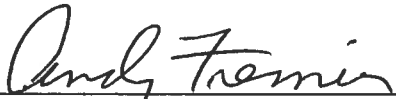
MTC SAFE's contract with TeleTran Tek is due to expire on June 30, 2011. Thus, a request for proposal (RFP) was released in March to retain a consultant to continue providing such data for both the Call Box program and the Freeway Service Patrol. The resulting contract would be a five-year term.

MTC SAFE received four responsive proposals from TeleTran Tek, Sentenium, Berkeley Transportation Services Inc., and Informatix Inc. and all were rated based on the following three evaluation criteria: experience (40%), approach (35%), and cost effectiveness (25%). Due to the technical nature of these data and the intensive data processing required, it is important that these services be contracted to a qualified technical consultant.

Based on the proposal evaluations and interviews of all four proposers, the evaluation panel comprised of MTC SAFE and California Highway Patrol staff rated TeleTran Tek the highest. TeleTran Tek provides the lowest contract price; and their familiarity with the program provides reliability and expertise in data extraction. They have extensive experience on intensive data processing and reporting for call box and Freeway Service Patrol programs in the state and have pre-existing relationships with our programs' data sources including Caltrans and CHP.

Recommendation

Staff recommends that this Committee authorize the Executive Director or his designee to negotiate and enter into a contract with TeleTran Tek for the period of July 1, 2011 through June 30, 2016 in the amount not to exceed \$425,500, subject to the annual agency budget approval process.


Andrew B. Fremier

SH: sp

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REQUEST FOR COMMITTEE APPROVAL

Summary of Proposed Contract

Work Item No.:	6031
Contractor	TeleTran Tek (San Diego, CA)
Work Project Title	Motorist Aid System Support
Purpose of Project:	To provide motorist aid system support for MTC SAFE for FY 2012 through FY 2016.
Brief Scope of Work:	Provide data collection and analysis services for the various motorist aid programs operated by MTC SAFE, including the FSP and Call Box Programs
Project Cost Not to Exceed:	\$425,500 for FY 2011-12 through FY 2015-16.
Funding Source:	SAFE
Fiscal Impact:	Funding for contracting year to be proposed for inclusion in agency budgets for FY 2011-12 and all subsequent contract years.
Motion by Committee:	That the Executive Director or his designee is authorized to and enter into a contract with TeleTran Tek to provide motorist aid system support, and that the Chief Financial Officer is authorized to set aside funds for such contract in the amount of \$425,500 subject to annual agency budget approval.
Operations Committee	<hr/> Jake Mackenzie, Chair
Approved:	Date: May 13, 2011